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2025 Edition

Privacy Policy and Data Protection

With the implementation of the European GDPR regulation, the ENYGEA group is committed to keeping you fully informed about how your personal data is used.

1/ Prospect Data, Information Requests, Quotes, and Callbacks
Information and details about our potential clients are collected and stored by ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN.

These companies act as joint data controllers. The purpose of gathering this information—which may include identity, contact details, job title, product interests, and related messages and responses—is to manage our relationships with prospects (including, at times, potential group quotes involving several group entities). Only customer service and agency staff directly involved with prospects are authorized to access submitted or stored data. Prospect data will be kept for a maximum of 3 years following inactivity in the relationship. The legal basis for collecting and processing prospect personal data may be the fulfillment of pre-contractual measures, the individual's consent, the legitimate interest of potential clients, or, if needed, our legitimate interest as rental service providers. Please note that we may share prospect data with other ENYGEA group entities. We may also supplement prospect information using third-party B2B partner databases and public sources, especially from professional networks.

2/ Customer and Delivery Contact Data
Personal information about our buyers, renters, and their potential contacts is recorded by ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN, with responsibility based on the entity invoicing the client. This collection and storage of personal data—which may include identity, contact information, professional role, order and transaction history, named accounting records, and any required insurance documents—is aimed at managing client relationships, providing customer support, delivering services, invoicing, and optimizing shared resources within the ENYGEA group. Only management and staff working directly with clients have access to necessary information. Customer data will be retained for up to 5 years after service completion for delivery contacts, 5 years after the end of the business relationship for buyers' data, and up to 10 years for named accounting documents.

The legal grounds for using and processing personal data may include:

- fulfilling a business relationship or subcontracting agreement established by a purchase order;
- or fulfilling applicable sales and rental terms;
- or, if not applicable, our legitimate interest as a rental provider and service partner ; – or, if not applicable, the legitimate interest of the relevant parties involved ;
- or, if necessary, compliance with any applicable law.

We want to inform you that we may supplement our customer data with information from public sources (such as business registries). We also notify you that customer and contact data may be transferred between different ENYGEA Group entities, as well as to delivery or cleaning service providers.

3/ Customer Satisfaction Surveys

A satisfaction survey system for prospects and clients of the Enygea Group has been launched by ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN, acting as joint data controllers. The purpose of this information gathering (including identity, contact details, satisfaction responses, segmentation data, consents, and proof of consent) is to manage and improve our services, sometimes collaboratively across Enygea Group entities, as well as to collect consents and feedback. Only managers of the relevant companies, the Marketing team, Group Management, and all staff interacting with clients and prospects are authorized to access the shared or stored data. Data will be kept for up to 3 years. The legal basis for processing personal data in these satisfaction surveys relies on the consent of the concerned parties or our legitimate interest as service providers and rental companies. We also inform you that we may share survey data with other entities within the ENYGEA Group.

4/ Directory and partner contact list

A partner listing system (for potential or active partners) has been set up by ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN, who are joint data controllers. The purpose of this registration, which includes personal information (name, first name, job title, phone number, email, etc.), is to manage partner relationships. Only Management and relevant personnel are authorized to access the data provided or stored. We notify our partners that we may supplement our records with publicly available information. Personal data will be retained for 5 years after inactivity. The legal basis for using and processing personal data is the consent of the concerned parties or, if not available, our legitimate interest as a business.

5/ Data of registered or potential suppliers

The identity of contacts at our registered or potential suppliers, all documents or data submitted to become a supplier, as well as accounting records, are collected by ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN, who are joint data controllers, for supplier relationship management and accounting purposes. Only Management, purchasing staff, project teams related to a supplier, and the accounting department are authorized to access the stored or shared data. Data retention is set at 3 years for potential suppliers, 5 years after the last purchase for active suppliers, and 10 years for accounting records. The legal basis for processing your personal data is based on the

with the consent of the involved parties, or alternatively based on our legitimate interest as a purchaser, or if needed, on the performance of a purchase contract. Please note that, in rare instances, we may supplement our records for current or potential suppliers with publicly available information.

6/ Applying for a job or internship

Your resume, cover letter (if provided), and any other documents or information submitted as part of a job application (whether unsolicited or not), as well as any data supplied by previous employers, are collected by ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN, who jointly oversee processing to assess how well your professional profile matches any available positions. Only the HR team, relevant managers, and recruitment app administrators are authorized to access your submitted data. Your information will be kept for up to 2 years after our relationship with you becomes inactive. The legal basis for using and processing your personal data is either fulfilling pre-contractual measures, your consent, your legitimate interest as a job seeker, or our legitimate interest as a recruiter. Please note that, on occasion, we may share resumes with recruitment agencies, temp agencies, or institutional partners and organizations offering related or complementary activities. We may also enhance our candidate database with publicly available information or data from recruitment agencies.

7/ Emailing, Newsletters, and Event Invitations

Our clients, business contacts, and subscribers who have given their consent (including suppliers, institutional partners, and others) may receive our informational or promotional communications via email, phone, or mail. For this purpose, ENYGEA, ENYGEA SERVICES, WC LOC, HAPPEE SERVICES, MOOV&COOK, WATERLAB, SWITTEC, SANIBERT, and BASESCLEAN—acting as joint data controllers—may set up a newsletter system or guest list.

If you no longer wish to receive our communications, please let us know at dpo@enygea.com. The purpose of this registration, which may include personal details (name, surname, address, job title, phone number, email, etc.), is to share updates, commercial offers, or to manage and promote events. Only authorized management and relevant operational staff have access to the provided or recorded information. Please note that, in rare cases, we may enhance our invitation data with public information (such as business registry entries) or share data with external event organizers. Personal data will be stored for up to 3 years after the last interaction with guests or subscribers. The legal basis for processing your personal data is the consent of those involved, our legitimate business interests, or the legitimate interests of the individual concerned.

8/ Secure IT Architecture

Our data, as well as our clients' information, are stored in France at our secure facilities and within external datacenters, most of which are ISO 27001 certified across Europe. Please note, we may also use SaaS tools outside the EU, which could securely transfer some of our data internationally, protected by CCT or BCR safeguards. Additionally, we may transfer data to subsidiaries outside the EU in countries recognized as having adequate protections (such as Canada).

9/ Your Rights

We want to let you know that information about our contacts—including interns, suppliers, partners, and others—may be shared with certain institutional partners or organizations involved in dispute resolution or regulatory oversight, such as external accountants, legal advisors, financial backers, outsourced accounting firms, and other institutions. In accordance with European laws and the French Data Protection Act of January 6, 1978, you have the right to access, correct, limit, transfer, or delete your personal data. You also have the right to object to the processing of your data for legitimate reasons. You can exercise any of these rights by emailing dpo@enygea.com or by sending a letter to Service DPO, Enygea, 6 Allée du Progrès, CS90072, 59481 HAUBOURDIN CEDEX

You also have the right to withdraw your consent at any time and to file a complaint with the French Data Protection Authority (CNIL), especially through its website www.cnil.fr .